

Utah State Office of Rehabilitation
Order of Selection Wait List Activation
Frequently Asked Questions (FAQ)

What is an “Order of Selection”?

Order of Selection is a system or method for prioritizing the clients a VR agency intends to serve. The Federal Government allows VR agencies to use an Order of Selection when a VR agency does not have enough money and/or staff to serve everyone who is eligible.

Utah VR has established three categories in order to prioritize who receives VR services first when funds are available.

1. Individuals with Most Significant Disabilities
2. Individuals with Significant Disabilities
3. Individuals with Disabilities

Order of Selection Wait Lists are implemented on a statewide basis and without regard to type of disability, gender, source of referral, income level or cost of necessary services.

*If you have questions about “functional limitations” please feel free to talk to your VR counselor. He or she will be happy to explain.

Does this affect me if I’m not on the Wait List?

The Wait List does not impact those clients who are already active in their Individualized Plan for Employment (IPE). USOR will continue providing services to clients who already created an (IPE) with their VR Counselor. Clients with IPEs will continue to work with their VR Counselor to receive the services agreed to in their IPE as long as funding is available. As stated in the IPE, however, services are always based upon available funding.

What happens when USOR begins to open up the Wait List?

USOR plans to begin taking clients off the Wait List in groups starting with clients in the MSD category. USOR will take clients off the wait list starting with the highest priority category (MSD) and based on the date of application within that category.

How do I know what my priority category is?

When you were determined eligible you were sent a letter notifying you of this decision and indicating what category you were found eligible under. This classification will match one of the 3 categories listed above. If you are unable to find your letter of eligibility you may contact the counselor or technician your application was processed by and get a new copy sent to you for your records.

When will I be activated from the Wait List?

The amount of time you are on the Wait List will depend upon agency resources (staff and money), your category assignment and your date of application. USOR plans to activate clients from the Wait List in groups based on the date of application. Most, if not all, clients who are classified as MSD will be activated from the Wait List by the beginning of the new year (2016). Other categories will remain closed.

How will I be contacted when I'm activated from the Wait List?

USOR staff will contact you via phone and letter when you are taken off the Wait List. Be sure to notify USOR if your phone number, email address or mailing address change as this is how we will contact you when you are activated from the Wait List. It is also important that you respond to contact calls and letters from USOR. Failure to stay in contact with USOR could result in your case being closed.

What happens when I am activated from the Wait List?

You will be contacted by phone, letter, and/or email by the office working with your case and notified when you have been moved off of the Wait List and into an active status. At that time you will be asked to schedule an appointment to meet with your counselor to work on a Comprehensive Assessment in order to establish a supportable job goal and begin planning for the services that will be required for you to meet that goal. Insuring you promptly respond to your counselor requests and attend any scheduled appointments is essential to having your case move forward and remain open.

What do I do if I am not contacted about being activated from the Wait List?

You should be contacted at least once every 90 days via phone, email, or letter updating you on your status on the Wait List. If you are not contacted or need an update regarding your status on the Wait List you may call the office that processed your application and request a contact or update which should be provided to you within 2 working days.

What if I'm not in the category being activated from the Wait List?

USOR has a list of local resources for various services you may need. This includes employment services and resources available through the Utah Department of Workforce Services (DWS). You are welcome to request this resource list from USOR at any time.

What services can I receive while I am on the Wait List?

When you first apply for services USOR will seek diagnostic assessments and interview you to determine your possible eligibility and priority categorization. However, once eligibility is determined and while you are on the Wait List, USOR may only provide information and referrals to other agencies in the community.

What rights do I have if I disagree with my classification?

You have the right to appeal your VR Counselor's decision regarding your priority category assignment. You may only appeal your specific priority category, not your placement on a wait list. You may also contact your VR Counselor to request information about appeal rights and the process. In addition, the Client Assistance Program (CAP) may be contacted at 1-800-662-9080 for information and assistance.